Commission Secretary   November 28, 2005
Attn: Marlene H. Dortch Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554
Reference: WC Docket No. 05-196

<u>**Compliance Letter**</u>

In accordance with the FCC notification released on November 7th 2005, the enclosed
information represents PingTone Communications, Inc. (PingTone or the Company)
compliance letter filing.

<u>**Overview**</u>

PingTone is a business Voice Service Provider (VSP) actively selling service in major
cities in the Mid-Atlantic and Northeast markets. We currently have 108 domestic
business customers (Customer) with 2,928 total business lines (Subscribers). The
Company also provides service to approximately 1,500 subscribers who are permanently
located overseas and have no expectation of any form of 911 services.

As a *business* provider, PingTone is required to provide the highest quality of service to
our Customers, whose demands differ from residential Subscribers. In order to achieve
high availability and superior voice quality PingTone utilizes the PSTN to the maximum
extent possible. Our domestic traffic is terminated to the PSTN solely through PRI
facilities with our third party local exchange providers. PingTone worked with these
providers early on to develop the capability of providing E911 service across these PRIs.

Accordingly, PingTone has been providing E911 service to a high percentage of our
Customers. PingTone historically has used the Customer's initial address as the
Registered Location for each Subscriber. As the FCC has recognized, this solution is
sub-optimal over time due to the mobility of the service combined with the need for the
Customer's cooperation in maintaining an updated Registered Location for each
Subscriber. PingTone estimates that today, approximately 80% of our domestic
Subscribers have a correct Registered Location in the ALI database.

To ensure our compliance with the FCC ruling, PingTone has entered into an agreement
with Telefinity Dash911 effective November 15th, 2005. Capabilities of this service are
described in more detail in the sections that follow.

    o   **<u>911 Solution</u>:**

        PingTone is currently compliant with approximately 80% of our domestic
        Customer base having a correct Registered Location, and 100% of 911 calls being
        forwarded to a Selective Router, and E911 information being passed to the

appropriate PSAP. We have entered into an agreement with Telefinity Dash911 effective November 15^{th,} 2005 to perform all 911 call routing.

The V9-1-1™ solution enabled by Telefinity Dash911 through Intrado provides a true E9-1-1 solution for VoIP Service Providers. The solution provided by the Telefinity Dash911 affiliation with Intrado enables a comprehensive approach to delivering E9-1-1 for VoIP by handling all aspects of the VoIP 9-1-1 call delivery and VoIP Positioning Center (VPC) functionality such as Master Street Address Guide (MSAG) Address Validation, ESQK management, Geocoding, real-time provisioning and routing determination. Included in the Service for the VSP is also the call delivery component to ensure the 9-1-1 call reaches the appropriate selective router and Public Safety Answering Point (PSAP). Specifically, Intrado manages the VPC functionality and the Call Delivery component on behalf of Telefinity Dash 911 thereby enabling VSPs to take advantage of a full end-to-end solution from one E911 service provider.

The only VSP requirements for delivery of the V9-1-1 service are the ongoing delivery of address and telephone number information to Telefinity Dash911 via a real-time interface and the PSTN connectivity to the Telefinity Dash911 network to enable live 9-1-1 call delivery. The real-time interface is via a SOAP API programming interface supplied by Telefinity Dash 911 to its VSP customers, or, a branded website interface provided by Telefinity Dash911 to its VSP customers.

o **911 Routing Information/Connectivity to Wireline E911 Network**:

PingTone is currently compliant with approximately 80% of our domestic Customer base having a correct Registered Location, and 100% of 911 calls being forwarded to a Selective Router, and E911 information being passed to the appropriate PSAP.

Through our use of Telefinity Dash911's service and their Network providers, PingTone's Customers will have access to 154 E9-1-1 Selective Routers by November 28th, 2005 and the attached "Major Market Rollout Map" reflects the major market development schedules. Note: the market deployment map represent major markets where Intrado has reported to Telefinity Dash911 that it has connectivity to at least 1 selective router, ALI steering and the ability to populate ALI.

o **Transmission of ANI and Registered Location Information:**

PingTone's current domestic Customers are all located in major cities in the Mid-Atlantic and Northeast markets. We believe that 100% of these Customers are served by PSAPs operating off an E9-1-1 Selective Router.

PingTone has historically transmitted ANI information on 100% of 911 calls using the PRIs provided by our third part local exchange provider. The network inadequacy of PingTone's current 911 solution lies in the inability to correctly route to the appropriate PSAP Subscribers who have moved their Registered Location out of the original rate center.

In the very near future PingTone will route all 911 calls using Telefinity Dash911's service. Through our use of Telefinity Dash911's service and their Network providers, PingTone's Customers will have the 911 capabilities described below.

- **Basic PSAP:** Currently 93% of the US population is served by PSAPs operating off an E9-1-1 Selective Router. To illustrate PSAPs within the US, which are not served by a Selective Router, the enclosed "Basic 9-1-1 PSAP" map could be used as reference information. While these areas are not included within the FCC Order and are not required for compliance, Intrado reports that they are actively contacting these areas to determine technical options for VoIP E9-1-1 native call delivery.

- **ANI Only:** There are unique deployment circumstances in areas of the US and Puerto Rico that operate off E9-1-1 Selective Routers, but will not meet the full FCC mandate. Telefinity Dash911 has indicated that Intrado has noted that there are currently four (4) States and a Territory that will have native Selective Routing functionality but will only provide Automatic Number Identification (ANI) only service to the PSAP. The following information explains the circumstances within these areas:

  New Jersey - In the State of New Jersey Intrado <u>has</u> obtained permission from the State to deploy a voice-only service which includes the call-taker receiving ANI on the VoIP 911 caller. The State ALI system is not capable of full dynamic ALI updates and will require an upgrade. New Jersey represents 3% of the total US population.

  Ohio - To date, Ohio has not granted permission to Intrado to deploy a voice-only solution. The State ALI system is not capable of full dynamic ALI update. Ohio represents 4% of the total US population.

  Hawaii - To date, Hawaii has not granted Intrado permission to deploy a voice-only solution. The ALI systems serving Hawaii are not capable of full dynamic ALI update. Hawaii represents 5% of the total US population

> **Puerto Rico** - To date, Puerto Rico has not granted permission to Intrado to deploy a voice-only solution. The ALI systems are not capable of full dynamic ALI update. Puerto Rico represents 3% of the total US population

- **911 Coverage**:

Through our use of Telefinity Dash911's service and their Network providers, PingTone's Customers will have the coverage described below.

- **Deployment Overview** –
  The Telefinity Dash 911 E911 solution uses Intrado as a backbone supplier and as such Intrado is the VPC and is working on nationwide native VoIP E9-1-1 delivery in accordance with the Commission Order. The initial PSAP deployments are targeted in major metropolitan areas throughout the US based on the VSP customer subscriber base priorities. The attached *"Major Market Rollout Map"*, which corresponds with MSAs, identifies regions within our subscriber territory that have connectivity to at least one Selective Router, ALI steering capabilities; ANI and the ability to populate ALI. Telefinity Dash 911 has advised us that these areas are planned for deployments by November 28, 2005; March 31, 2006 and June 30, 2006. This intention of this map is to demonstrate FCC compliance for the November 28th requirements and the future deployment strategy.

  - **Obtaining Initial Registered Location Information**:
    As noted above, PingTone historically has used the Customer's initial address as the Registered Location for each Subscriber. PingTone estimates that today, approximately 80% of our domestic Subscribers have a correct Registered Location in the ALI database.

    To validate and update all Subscriber records, the Company is sending a formal request via email for all of our Customers to verify and validate each Subscribers Registered Location on file. We are requesting that they return this information no later than December 5th 2005. After this date, the Company will proactively contact any Customer who has not responded.

  - **Obtaining Updated Registered Location Information**
    PingTone will provide Telefinity Dash911 with all current Subscriber information. As a part of our use of Telefinity Dash911's service the Company will have the ability to continuously update Subscriber records.

    Telefinity Dash 911, as part of their total 9-1-1 solution, provides at least one way of updating each subscriber's Registered Location. As a component of the Telefinity Dash911 Service we have access to a near

real-time address update system provided to us by Telefinity Dash911. This allows us to have near real-time delivery of the subscriber's address and also allows us as a VSP to submit a subscriber's address update information directly. The system allows us to have the Subscriber input his initial address into the system at the time of initially signing up for our VoIP service. Addresses submitted are subjected to an immediate screening against the US Postal Service Street Address Guide in order to immediately determine if the submitted address is a valid address. VSPs may integrate VUI into their existing provisioning systems to ensure seamless delivery of acquired registered location information to the Intrado systems.

Subscribers have more than one option to input, update or change their address. Subscribers can easily and quickly update their Registered Location by either (a) online via our website, or (b) use the Telefinity Dash911 telephone touch tone (IVR) system to either select another pre-registered address that the subscriber may already have on file, or to ask for an operator who will make the address change while the customer is on the phone.

At the time of an emergency VoIP 9-1-1 call, Telefinity Dash 911 passes the call directly to Intrado's call routing system. Intrado's call routing system uses the customer's provisioned information to associate the latitude and longitude assigned during provisioning with the wireline PSAP boundaries maintained by Intrado to determine appropriate PSAP for delivery of the MSAG Valid Address and Call Back Number of the user.

Telefinity Dash 911 also offers to us, as a VSP a newly-released product called "Level of Service (LoS) Query" that we can choose to integrate into our application. This functionality enables us to make a real-time query with an address of a customer/end user for the purpose of determining the level of 9-1-1 service available to that customer based on their location. Intrado will return a set of responses (Enhanced, Basic, etc.) that will enable us or our user to determine the level of 9-1-1 service available at that address and take appropriate action.

o **Technical Solution for Nomadic Subscribers**:
As a VSP using Telefinity Dash911's E911 for VoIP service, we are able to route VoIP emergency calls from our VoIP network to Telefinity Dash 911's Intrado Network or alternative 3rd party network for delivery to the appropriate Selective Router and then on to the geographically appropriate Public Safety Answering Point (PSAP) via the native 9-1-1 infrastructure. The Services utilized provide a "native" 9-1-1 solution for routing VoIP 9-1-1 calls from both in-

region and out-of-region telephone numbers (TNs) to the most geographically appropriate PSAP. The V9-1-1 solution enables full support of nomadic usage of VoIP provided the user updates their address information upon connecting to the Internet at a new location/address. Through the Telefinity Dash 911 interface, the 9-1-1 solution will enable the near real-time provisioning (Geocoding and MSAG Validation) of the newly-provisioned address and make available (assuming no errors) that particular user's information for delivery to the PSAP within an average of 15 minutes of receipt of the new Registered Location address information.

We recognize the universal desire to remove the user interaction and self-provisioning component of the current 9-1-1 solution. To that end, we understand that Telefinity Dash 911, along with Intrado, is actively working a number of "location determination" technologies.

Contact Information

Questions regarding this compliance letter should be addressed to:

Ms. Robyn Smith
Vice President
PingTone Communications, Inc.
13921 Park Center Road
Suite 140
Herndon, Virginia 20171

Email: rsmith@pingtone.com
Phone: (703) 621-6147
Fax: (703) 621-6148

Intrado Major Market Rollout Schedule

Alaska

Hawaii

Puerto Rico

Atlantic Ocean

Pacific Ocean

Gulf of Mexico

Canada

Mexico

Legend

- Planned for 11/28/2005
- Planned for 3/31/2006
- Planned for 6/30/2006
- County Boundary
- ★ or ✦ Top 20 MSAs
- Lakes

Basic PSAPs

Alaska

Hawaii

Puerto Rico

Legend
- Basic PSAPs
- Other PSAPs
- ★ Capital Cities
- Lakes

Atlantic Ocean

Pacific Ocean

Gulf of Mexico

Canada

Mexico

Albers Projection

Intrado
WDS GIS Operations
November 2005
Data Source: Geode, Meridian, ESRI Data
Created in ArcGIS 8 using ArcMap